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MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH
DIVISION OF FAMILY HEALTH SERVICES
150 TREMONT STREET
BOSTON, MA 02111

GOVERNMENT DOCUMENTS COLLECTION

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OVERVIEW:

The broad array of services provided by the many divisions, offices and hospitals of the Massachusetts Department of Public Health reflect the Department's basic legislative mandate "To maintain, protect and improve the health and well being of the people of the Commonwealth. The mission of the Department grows out of a synthesis of its traditional roles of health protection and direct care delivery to those unable to obtain care privately and its new emphasis on cost containment, standard setting and innovative disease activities.

The Massachusetts Department of Public Health's (DPH) Division of Family Health Services has historically worked to promote the health of Massachusetts women and children and support their families through two broad program areas: Maternal Child Health (MCH) and Services for Handicapped Children (SHC). Through these two programmatic sections, the Division administers a wide range of preventive, primary care, therapeutic and specialized services through its own staff, contracts with local agencies, and purchase of services. Recent and rapid changes in the health field have also underlined the need for the Division's role in assessing family health needs and trends; providing related information, training, technical assistance, and consultation; setting standards for the provision of family health services and planning for these services. These roles have been facilitated by the formation of the Division's Policy Office and the Statistics and Evaluation Unit.

The services provided by the Division of Family Health Services are supported by federal Maternal and Child Health Block Grant funds, the federal Special Supplemental Food Program for Women, Infants and Children (WIC), other federal funds and by substantial state appropriations. The Division targets much of its resources to low-income and special needs individuals and to high-need areas of the state in an effort to reach those most at risk for health problems.

In addition to the programs and services of MCH and SHC, the Division provides statistical data and analysis of the status of women's and children's health and develops strategies to improve family health through the work of the Statistics and Evaluation Unit and the Policy Office. Within the Policy Office, the Office of Nutrition specializes in monitoring nutritional status of high-risk populations and in developing policies, service coordination strategies and educational programs to improve nutritional status.

In order to ensure that its many services are responsive to the region-specific needs of the individuals and communities served, the Division of Family Health Services offers these services and programs through central Boston and four regional offices located in Lakeville, Rutland, Northampton and Tewksbury. This increases the Division's ability to maintain reciprocal relationships with a number of statewide and local agencies and organizations concerned with the health of the Commonwealth's families.

Working in close collaboration with other state agencies, providers, legislators and advocates the Department of Public Health's Division of Family Health Services will continue to strive to make a significant impact upon the health status of women and children in the Commonwealth.

The goals of the Division Programs are:

* To improve the outcome of pregnancy and perinatal health status.

* To improve the nutritional status of the Commonwealth's residents, with particular focus on high-risk pregnant women, infants and young children.

* To reduce the incidence of preventable diseases and handicapping conditions among children.

* To comprehensively address the special health needs of adolescents.

* To decrease the incidence of morbidity and mortality related to selected health problems affecting Massachusetts women.

* To provide a comprehensive range of preventive, therapeutic, supportive, and specialized medical and rehabilitative services for children who are disabled or at risk for disability, and for their families, in order to support optimal growth and development and prevent institutionalization.

* To provide leadership in developing policies, services and standards in the private and public health care systems that contribute to a comprehensive approach to the health needs of women, children and families.

## SERVICES FOR HANDICAPPED CHILDREN

Services for Handicapped Children (SHC), a component of the Department of Public Health's Division of Family Health Services, works to ensure the provision of high quality, therapeutic and support services to Massachusetts' children with special health care needs from birth through young adulthood. The Division works with public and private sector providers to direct services to more than 12,000 Massachusetts children yearly who are at risk for or suffering from disabling or chronic condition.

Seeking to further improve statewide services for children with chronic illness and disability, SHC is currently exploring means by which the Department of Public Health can strengthen its role in serving this population. The vehicle for this study has been Project SERVE, a three-year needs assessment, designed to re-examine the Division's role in the system of services which addresses the needs of these children and their families. The Division's response to the Project's recommendations will likely result in significant changes in the Division's services in the years ahead. The Services for Handicapped Children is organized in the following four units:

THE CLINICAL SERVICES UNIT provides specialized preventive, therapeutic and rehabilitative care to children under age 18 with certain handicapping conditions and offers supportive services to families of these young people. The Clinic Unit yearly serves more than 5000 of the Commonwealth's disabled and chronically ill children and their families by providing specialized diagnostic, therapeutic and rehabilitative services and financial assistance with hospitalization, equipment and medications. Regional clinics offer diagnostic and treatment services for children with the following disabilities: oro-facial, cardiac, developmental delay, myelodysplasia, neurology/seizure, and orthopedic. Non-regional clinics, located at major Massachusetts medical centers, offer services for children with cystic fibrosis, epilepsy, hemophilia, and inborn errors of metabolism.

The Clinic Unit has recently initiated programmatic changes which will gradually move its focus away from direct clinic services for a limited number of children to a much broader role in services to all handicapped and chronically ill Massachusetts children. New program initiatives will include setting standards of care, certification and monitoring of services, technical assistance to families and providers, broad health education initiatives and support for parent-to-parent networks.

Financial Eligibility for Continuing Care If a child is to be admitted for Continuing Care, a financial application form must be completed by the parent or guardian. The financial eligibility of the child is determined according to Gross Family Income and is compared with a "Family Income Table" which will indicate whether the child is completely or partially eligible for financial assistance or is financially ineligible. If the family is dissatisfied with this decision, there is an appeals procedure which provides an opportunity to review the determination in accordance with 105 C.M.R. § 930.000-930.017.

THE COMMUNITY SERVICES UNIT provides a continuum of options for the care of multiply-handicapped individuals, birth through 22 years of age in order to ensure that their needs are met in the most appropriate setting for each individual child and family. Specific services include:

Medical Review Team consists of a multidisciplinary interagency team of professionals, with clinical training and experience in the care and treatment of multiply handicapped children, which assess child and family service needs. The team assists families in securing appropriate services and placements including certification for admission to nursing homes after exploration of other alternatives.

Adaptive Housing Program provides consultation and modification to homes owned by families with mobility impaired children.

Home Health Care Program provides temporary in-home assistance with the medical and daily health care needs of medically-involved, multiply handicapped children. By contracting with home health care agencies for trained home health care providers, the program enables families to continue to care for their child with special medical needs at home.

Recruitment Plus Project and Project TIES provide for the recruitment and training of foster and adoptive families and home health aides, to care for medically involved, multiply handicapped children in specialized home care settings.

Residential and Respite Programs provide residential care on a respite basis to multiply handicapped children and youth; and small community-based residences for those individuals who require out-of-home placement but do not need the intensive medical services offered in a pediatric nursing home settings.

Campership Program funds therapeutic, recreational programs for multi-handicapped children up to 22 years of age during the summer months, providing respite to families.

THE CASE MANAGEMENT SERVICES UNIT (CMSU) identifies, coordinates and monitors the comprehensive service needs of multiply handicapped children. Handicapped children between the ages of birth to 18, who receive SSI benefits, or who are served through other Division programs, or who are referred through community agencies are eligible for services. The main objective of this unit is to ensure that multiply handicapped children receive necessary medical, educational, developmental, rehabilitative and social services through the facilitation of interagency collaboration, development of service linkages, and coordinated service planning. Representation on area and regional interagency task forces is an essential component of this Unit's activities to ensure a coordinated service delivery system, identify barriers to services, and develop community resources targeted for multiply handicapped and chronically ill children. The following professionals provide services within CMSU.

Staff of the Unit, working out of the four regional health offices and in Boston, provide information and referral, technical assistance, individual case advocacy, and coordinated case management services. In addition, Unit staff provide technical assistance, consultation and training to staff of other human service agencies and other organizations on federal and state entitlements and services and on resources available to handicapped children and their families. IN FY'88, under agreement with the Massachusetts Department of Public Welfare, Medicaid Unit, the staff provide case management services to those severely disabled and chronically ill children deemed eligible for Medicaid under the Kaileigh Mulligan Home Care Program.

Central Office Training Specialist provides technical assistance and resource materials on Supplemental Security Income (SSI) eligibility, application, and appeals, as well as technical assistance on other public entitlement programs. Training on SSI is available statewide, to parents, health care providers, and public or private organizations. (Call toll-free 1-800-882-1435).

THE EARLY CHILDHOOD DEVELOPMENT SERVICES UNIT administers a system of contracted programs designed to help families assist their children in reaching their maximum developmental potential. Educational, therapeutic, support and transportation services are offered to infants and young children at risk of or suffering from disabling conditions.

Early Intervention Programs provide support to parents in the care and management of their birth to three year old children, who have or are considered to be at risk of developing a disability. Professionals work with individual families in home visits or in small groups in 43 contracted programs across the state.

Integrated Preschools integrate handicapped and able-bodied students in parent-involved developmental programs which offer occupational, physical and speech therapy

Developmental Day Care Programs: provide comprehensive programs in which physical, occupational, speech therapy and skilled nursing care are provided in combination with an educational program of developmental stimulation and training in self-help skills for severely multiply-handicapped children. DPH supports children from birth to three years old in these programs, while LEA's support attendance of children three to six years old.

Outreach and Training Programs: provide training to child care providers concerning appropriate care for disabled and at risk young children in their homes and communities. Programs attempt to support families and communities in keeping handicapped children at home.

## MATERNAL AND CHILD HEALTH (MCH)

The Maternal and Child Health (MCH) component of the Massachusetts Department of Public Health's Division of Family Health Services (DFHS) strives to prevent health problems and provide primary health care services to women, children and adolescents in Massachusetts. A comprehensive network of programs and services, targeted to low and moderate income women, infants children and youth, ensure that all residents of the Commonwealth have an equal opportunity to live healthy lives. The Maternal and Child Health component is organized into the five following units:

THE PERINATAL AND GENETICS UNIT focuses on the prevention of morbidity and mortality, particularly in the perinatal period, through research, education, and service provision. In order to improve the outcome of pregnancy, prevent prematurity and provide early identification and follow-up of high risk infants and families, the Unit has implemented the following programs and systems. They are the:

High Risk Infant Identification (HRII) Program: Identification of high risk infants through mandated reporting by hospitals; assistance to families needing health care or support services related to the high risk infant.

High Risk Infant and Family Support Programs: Funding of community-based high risk infant and family services including home visits, community nursing, service coordination and referral to other programs including early intervention.

Neonatal Intensive Care Regional Development: Regional support and educational services designed to strengthen and facilitate the HRII program and maintain statewide perinatal regionalized care systems.

Sudden Infant Death Syndrome (SIDS) Program: Funding of the Massachusetts Center for Sudden Infant Death Syndrome, a cooperative program between Boston Health and Hospitals and Children's Hospital in Boston, to respond to families whose infants die of SIDS: call 424-5472 for information.

Infant and Toddler Hearing Evaluation Program: Information on risks of hearing impairment sent to parents of every Massachusetts newborn with follow-up to families with infants identified as at risk; hearing evaluations provided through 22 diagnostic centers.

Genetics Services Program: Information and education to the public and health professionals on the effects of various environmental exposures on reproductive outcomes; research and policy development to address environmentally triggered child health problems, birth defects and miscarriages in individual communities throughout the Commonwealth; a toll-free hotline number - 1-800-332-5014.

Support for Local Coalitions: Linkage to community groups in high need areas throughout the Commonwealth to improve services to mothers, children and adolescents.

Education and outreach Services: Providing information and health education to women, especially to minority and low-income women and adolescents about the importance of adequate prenatal care, good nutrition and lifestyle habits during pregnancy.

THE PRESCHOOL AND SCHOOL HEALTH UNIT provides a variety of services and supports a number of programs which focus on the prevention of morbidity and mortality among all children of the Commonwealth. This MCH unit also develops standards and provides information, education, consultation, and technical assistance in the areas of preschool and school health services and childhood injury prevention through the following:

School Health Services: Postural, hearing and vision screening; in-service training for school health professionals; enforcement of regulations for school health services.

Hearing Aid Program for Children: Purchase and repair of hearing aids for eligible children up to 21 years of age who have obtained a hearing aid evaluation at one of 57 approved audiological centers provided that family meet financial eligibility criteria and are not covered by Medicaid or another third party insurance.

Preschool Health Services: Preventive health services and resource materials for day care providers.

Statewide Childhood Injury Prevention Program (SCIPP): Comprehensive training resources on injury prevention; financial and technical support to local agencies for injury prevention projects; surveillance system for death and disability due to injury. Poison Control Hotline 1-800-682-9211.

Massachusetts Passenger Safety Program: Promotion of passenger safety through information and education; funding of community organized car seat loaner and other safety programs.

Lead Poisoning Prevention Program: In conjunction with the Childhood Lead Paint Poisoning Prevention Program (CLPPP), offering information and education to prevent lead paint poisoning and screening and medical management for lead-poisoned children.

THE PRIMARY CARE UNIT Supports the provision of high quality primary health care services for pregnant women, mothers, children and adolescents, with a special focus on services to high-risk and low-income populations. Information, education and technical assistance are provided in the areas of adolescent health and pregnancy, family planning and nutrition.

Maternal and Infant Care Programs: Funding of local agencies and organizations for complete prenatal and postpartum diagnostic and preventive health care services to mothers and infants with medical, dental, nutritional, and social service follow-up.

Children and Youth Programs: Support of local ambulatory health care; coordination with hospital in-patient services.

Adolescent Health and pregnant and Parenting Programs: Funding of early identification for pregnant adolescents; comprehensive health services to adolescents; training and support for professionals.

Failure To Thrive Program (FTT): Comprehensive, multidisciplinary diagnosis and treatment of children who are severely underweight and who may have FTT syndrome.

Healthy Start Program: Coverage of all phases of pregnancy-related medical care for low-income, medicaid-ineligible, women; outreach to increase pregnant women's awareness of the importance of adequate prenatal care; toll free number, 1-800-531-BABY

THE WOMEN'S HEALTH UNIT strives to decrease morbidity and mortality and to promote knowledge and well-being among women in Massachusetts. The Unit places particular emphasis on assessing health risks and developing services for low-income and minority women. Health issues are approached within the context of women's roles and social conditions in our society. Programs and services include:

Women and Occupational Health Programs: Office technology and health safety; addressing issues of pregnancy and working.

Prevention of Family Violence and Sexual Abuse Programs: Rape crisis services. Information for providers of services for victims of incest, rape and sexual assault; technical assistance for community based programs on sexual abuse and domestic violence.

Reproductive Health Program: Community-based prevention, education, research and services to address reproductive health issues and problems for women of all ages and backgrounds; diethylstilbestrol (DES) information, education and diagnostic evaluations.

Women's Health and Learning Center: Health education and counseling for incarcerated women.

THE WOMEN, INFANTS AND CHILDREN UNIT provides specific nutritious foods, nutrition counseling and health care referrals for low and moderate income women and children through the federally and state funded Special Supplemental Food Program for Women, Infants and Children (WIC). The Program serves pregnant, breastfeeding, and post partum women as well as infants and children under five, who are at nutritional risk.

Funds are allocated in accordance with a needs assessment which ranks each city and town in Massachusetts with respect to its need for WIC services. Ranking is determined by low birthweight rate, teenage birth rate, neonatal mortality rate, unemployment rate and poverty. Local agencies across the state provide WIC services at over 100 sites. Toll-free number is (1-800-WIC-1007)

Eligibility/Appeals Process:

The Division administers a wide range of services through direct care staff, contracts and purchase of services. Determination for eligibility therefore is program specific and based on contractual specifications and may be limited by specific diagnosis and conditions, financial eligibility and other federal and state statutory restrictions.

Unless otherwise provided by regulations regarding appeals, the Division has adopted a review process for clients/families relating to the determination of eligibility for services. This review process may be initiated by client, guardian/parent and/or representative of client by contacting the appropriate Unit Director at Central Office.

# FAMILY HEALTH SERVICES TELEPHONE DIRECTORY
# LISTINGS
# 150 TREMONT STREET
# BOSTON, MASSACHUSETTS 02111

## CENTRAL OFFICE

DIRECTOR'S OFFICE.....(617) 727-3372

ADMINISTRATION SERVICES
- Director of Administration.....(617) 727-6941
  - Budget Unit.....(617) 727-6941
  - Contracts Unit.....(617) 727-6971
  - Fiscal Unit.....(617) 727-6364
- Policy Office.....(617) 727-3372
  - Information and Education.....(617) 727-6436
- Statistics and Evaluation.....(617) 727-6436

SERVICES FOR HANDICAPPED CHILDREN (SHC)
- SHC Director.....(617) 727-5812
- Clinical Services Unit.....(617) 727-5812
- Community Services Unit.....(617) 727-5822
- Early Childhood Development Services Unit.....(617) 727-5089
- Case Management Services Unit.....(617) 727-8925
  (800) 882-1435 (toll-free)

MATERNAL AND CHILD HEALTH SERVICES (MCH)
- MCH Director.....(617) 727-0940
- Primary Care Unit.....(617) 727-0941
- Perinatal and Genetics Unit.....(617) 727-5122
  Genetics Program (617) 727-5121
- Preschool and School Health Unit.....(617) 727-0944
- Women's Health Unit.....(617) 727-1246
- Women, Infants and Children (WIC) Unit.....(617) 727-7222
  (800) WIC-1007 (toll-free)

## REGIONAL HEALTH OFFICES

WESTERN REGIONAL HEALTH OFFICE
Northampton Office.....(413) 586-7525
Western Mass. Public Health.....(800) 882-1435
23 Service Center
Northampton, MA 01060
Pittsfield Office.....(413) 443-4475
246 North Street
Pittsfield, MA 01201

CENTRAL REGIONAL HEALTH OFFICE
Rutland Heights Hospital.....(617) 886-4711 or
Maple Avenue.....(617) 727-1910
Rutland, MA 01543

NORTHEAST REGIONAL HEALTH OFFICE
Tewksbury Hospital.....(617) 851-7261 or
East Street.....(617) 727-7908
Tewksbury, MA 01876

SOUTHEAST REGIONAL HEALTH OFFICE
Lakeville Hospital.....(617) 947-1231 or
Human Services Building.....(617) 727-1440 X 590
Lakeville, MA 02347

BARNSTABLE COUNTY
(SHC Clinic Services are provided under a contract
with the Division of Family Health Services)
Barnstable County Health Department.....(617) 362-2511 X 331
Barnstable County Court House
Barnstable, MA 02360